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Appendix: Frequently Asked Questions ..................................................................................................
Are you interested in the Au Pair Program? Of course you are! That’s why you are here, reading our guidebook and wondering how to start. Let us help!

Au Pair program is one of the best ways to get to know different culture, different language, and live for a while abroad in a very affordable way. But what’s the most important, it’s the best way to make new friends and establish life-long relationships with people from all over the world!

Are there any disadvantages at all?

Surely there are, but let’s stay positive and have a look how can we help you in this once-a-lifetime adventure.

ABOUT AUPAIR.COM

You’ve just created your account at AuPair.com – one of the biggest online matching Au Pair agencies! At AuPair.com daily register about 500 new members, all of them with just one purpose: to arrange Au Pair program with their perfect match. Sounds great, but how to find the perfect Host Family and, what’s not less important, how to be a perfect Au Pair?
To drag attention of our Host Families, your profile needs to be really outstanding. Pay attention to details and make sure that your profile is as attractive, as possible!

### 2.1 Pictures

First impression really matters! Usually, the picture is the very first detail noticed by most of your profile’s visitors.

Upload few pictures (4 – 6 would be great) and make sure that your pictures are relevant to the Au Pair position. Try to imagine how the perfect Au Pair looks like, be positive and keep smiling! Choose pictures that will convince the family that you are the right person to take care of the children – no duck-faces, no party photos here!

### 2.2 Additional details

In ‘addition details section’ you can provide 3 texts:

- Letter to your future Host Family
- Your experience in childcare
- Your interests, hobbies and plans for your future

Take your time and think about all the things you would like to share with your future Host Family. Be honest and be real – try to write in an easy-going, relaxed way. Remember, it’s a cultural exchange program and people who read your text now may soon become your second family! No need for any professionalism here.

### 2.3 Letter to your future Host Family

In the letter to your Host Family try to describe your view on family life in general, what do you expect from your Host Family, what you love in the children the most, why you are into cultural exchange, what you would like to share and what you want to experience. In short: why Au Pair program is for you!
2.4 Your experience in childcare

Do you have any experience in childcare? Did you take care of younger siblings? Cousins? Neighbours’ kids? Did you teach children in some kindergarten or schools, did you babysit some little fella during long winter evenings?

The second text box is for all of the above!

Still, if you don’t have any experience in this matter, don’t worry. You still have chances! Just write honestly that you are brand new here, but you learn quickly and you do love children – it will be fair enough!

2.5 Your interests, hobbies and plans for your future

The last text box is for you, your interests, hobbies and plan for the future. What do you like to do? What do you do in your free time? What would you like to do in the future? Is childcare related to your future plans? Let your Host Family get to know you!

2.6 Contact details

AuPair.com can’t – for security reasons – display your email address. Although it is the easiest way to communicate through the Internet, it is also the best way to spread false cooperation offers, known as scam. You can learn more about this felonious practice in the 7th point, but don’t worry: we keep an eye on everything.

But let’s get back to the case! Contact details are really important point on your “to do” list now. You need to provide every possible way of communication with you: phone number, Skype username, social media accounts’ details, and many others, like Snapchat, Whatsapp, and so on.

You need to remember, that our users are not allowed to provide these details in ‘additional details’ section: this way the profile would be hidden. There is special form for this kind of data.

Also remember, that your contact details are – by default – displayed to your favourite Host Families (Host Families added to your Hotlist), but you can always change the settings to less or more strict.

2.7 Registration Form

You can always change data in your registration form. Whenever it’s needed, you can enter every of submitted form and modify it, if there is any need to do so. To be precise, the only detail in your profile that can’t be changed on your own is your email address. But still, if you happen to change your address, don’t hesitate to contact us! We will do it for you.
Now, as you are a member of AuPair.com, you can use all search tools provided by our service. Let’s have a look how these work:

3.1 **Recommended Host Families**

Every time we find some Host Families fulfilling your searching criteria, we will send to you email with a list of recommended Host Families. Feel free to visit their profiles and get in touch! These families for sure would be perfect for you.

3.2 **Search filters**

AuPair.com will suggest you matching profiles. But how do we assess if the family is the right one for you? Really easy, on the basis of your job profile. Any change provided here will change set of families recommended to you! As above, feel totally free to experiment with it a little bit.

Still, be honest in your statements, but provide the lest strict requirements: this will allow you to choose from the widest range of opportunities. Many things can be discussed, so there is no point in skipping promising Host Families before preliminary negotiations.

3.3 **Manual search**

At AuPair.com you can find a manual searching tool. Feel free to experiment a little here: change settings and check, if the result is satisfying! Here also, after clicking ‘refine search’ button, you can find an additional form with a possibility to search
through families with the use of their ID numbers. Now it may seem messy for you, but a little practice and you will know our searching system better than we do!

PREMIUM ACCOUNT - IS IT HELPFUL?

After registration your account is Basic – you are free to search through Host Families, add them to your Hotlist and write messages to them.

Still, for a certain prize you can upgrade your account to Premium. How will it help you in your searching process? It will spare your time:

- As a Premium Member you don’t need to wait until Premium Host Family gets in touch with you or accept your invitation.
- You will get an access to full profiles of Host Families – Basic Members can see letters to Au Pairs, but the rest of texts remain hidden. Premium Members can see everything and browse through all uploaded photos and videos.

HOW TO CONTACT A HOST FAMILY?

Our agency main aim is to make Au Pair program as easy, affordable and smooth as possible. In order to do that we give our members possibility to browse through prospective matches with no limitations and contact the most promising ones.

In this caption we are going to explain you how to contact Host Families.

5.1 Messaging system

AuPair.com, as an online matching agency, gives you access to all Host Families registered here. But how to get in touch with them? It’s easy!

First, you need to decide if you wish to proceed with your search process as a Basic Member or you would like to purchase Premium Account. You can also start as Basic, and then, when you find out how helpful we are, you can upgrade your account anytime!

In every Host Family’s profile you can notice a navy bar with blue buttons - Favourite, Free request - and 2 additional features: Report and Block.

How those buttons work? Here we go:

- Favourite – this way you can add a Host Family to your Hotlist. Then you will be always able to find it on your Hotlist as one of your favourites, moreover: the Host Family will immediately get a notification with a reference to your profile and suitable information.
• Free request - this button lets you write a message to the Host Family; here you are encouraged to write a private message to the Host Family. No limits here: you can write whatever you wish! It’s the quickest way to exchange contact details and arrange the whole Au Pair stay.
• Report – clicking here you fill a complaint against the Host Family. Your message will be sent to our Customer Service and our Team will contact you in case of any doubt.
• Block – this way you can block the Host Family; it will be unable to contact you and you will most likely never see it again.

What’s also important: if you happen to see the navy bar with no blue buttons, it’s not a mistake. If you are unable to contact some particular Host Family, it means that either your country of origin has been marked as uninteresting as the country of origin of the Family’s future Au Pair, or you don’t fulfil the Family’s requirements for other reason.

It’s nothing personal – if you happen to encounter such a profile, just move on and keep searching, there is nothing to worry about. Au Pair program is all about cultural exchange and such things sometimes happen.

5.2 Hotlist – important!

Hotlist is a very important tool – it will let you express interest and display your contact details to your favourite Host Families.

By default your account’s settings let only your Favourite Premium Families see your contact details. So you can either change your account settings or add to your Hotlist as many families as you can!

You can also remove Host Families from your Hotlist, when you are no longer interested in the cooperation and you would rather keep your Hotlist updated. You can easily search through all the records stored in your Hotlist with the use of keywords or country of residence.

Remember, that notes, which you can provide while adding someone to the Hotlist is for you only – it won’t be sent to the Host Family. Write there your first impression, questions to Host Family or all the things you would like to discuss later, when the connection between you and the Host Family will be finally established.
At AuPair.com you can use two message boxes:

- **Inbox** – where all the mails received by you are stored
- **Outbox** – where mails sent by you are stored

Have also a look at the tips below:

- You can daily sent about 30 messages – use this possibility! Being active at AuPair.com is the first requirement to be successful.
- In your outbox you can find messages with red and green titles. Red title means that the message still waits to be read, while green title means that the message has been already read.
- Answer all the messages! In your profile every Host Family can notice activity factor, which is calculated on the basis of messages received and answered by you. If you receive messages, but you happen to forget to answer, the factor is decreased. To keep it near 100% you need to answer all invitations and messages sent to you!
- To messages sent through AuPair.com you can answer only from your AuPair.com account. We will send to your mailbox notification when you get any message, but to read it and answer you need to log in and enter the message here.

My account

ACTIVITY INDEX

While applying to various Host Families, you will surely notice 3 circles just below the picture – these are our activity factors, and express respectively:

- How many Au Pairs have already added the Host Family to the Hotlist during last 3 weeks
- How many times the Host Family’s profile have been visited during last 3 weeks
- The percentage of messages answered by the Host Family during last 6 weeks
Those circles, along with the last login date, make great activity index! Contact first of all families with high answer rate and the most recent last login date. They will surely answer you in a minute!

Also, keep an eye on your own activity index – Host Families will assess in the same way your profile, so if you wish your profile to be attractive, keep all of them high and updated.

HOW TO BE SUCCESSFUL?

Fine! We are almost through our guide. Here, at the end, let us write in points the most important tips once again. So, how to be successful really quickly?

- Upload Au Pair relevant pictures – first impression is really important
- Consider purchasing Premium Membership – this way every Host Family will be able to answer you, so your chances will be much higher!
- Pay attention to your letter – “Dear Host Family” letter is, right after pictures, almost the most important point in your profile.
- Be very active – use the possibility to contact 20-30 Host Families per day and add families to your Hotlist

That should be enough to find a Host Family – now time to arrange a video-interview, get to know each other well, pack a suitcase and book the ticket!

SCAMMERS – TAKE CARE!

Although we check all Host Families daily, we are unable to interview all our users. Therefore, using online services, such as AuPair.com, you need to always remember that to people met here apply the same rules as to the whole Internet community.

That’s why we advise you arranging a video-interview: to let you make sure that you are contacting real, honest people, really vividly interested in Au Pair program, and nothing more!

How to recognize a scammer? Pay attention to the following:

- No one can ask you for any money! Money for rent, for flight ticket, for visa application, for assistance, for anything similar. If you wish to pay for any service, you need to decide on your own, and you need to find the service provider on your own. No one can force you to use any agency, any travel agent or rent any particular flat.
• Do not contact Host Families via Facebook. It’s the most commonly used intermediary between scammers and Au Pairs; do never believe in Host Families’ offers posted on Facebook.

• Email address is posted on the picture – and the profile looks perfect! It’s 100% scam attempt. It’s the first thing done by scammers after registration: uploading picture with email address. Never contact people with this kind of pictures, and if you encounter any, let us know!

• Never validate your account. AuPair.com will never delete your account without your notice, will never ask you for any validation or confirmation of the account. Email address may be confirmed only once, right after registration, and never again.

At AuPair.com you can find more information about scam attempts. We would like you to never experience any of it, but be careful and contact us whenever you feel uneasy.
Appendix: Frequently asked questions

1. Frequently Asked Questions

1.1. Is my email address confirmed? 

1.2. Can you help me in the searching process? 

1.3. Can you send my contact details to some Host Family? 

1.4. Why contact details can’t be provided within letters and other additional details? 

1.5. What’s the right answer for “Are you clear of criminal record?” question? 

1.6. Age requirements – what does it mean? 

1.7. What background checks do you provide? 

1.8. Is my profile visible in Google search results? 

1.9. How to remove my data from Google search results? 

1.10. How to upload a picture? 

1.11. How to be sure that I am contacting real, reliable Host Family? 

1.12. Can you help me with all paperwork? 

1.13. I found a Host Family. Can I deactivate the account? 

1.14. I paid Premium Membership and my account hasn’t been upgraded, yet. Why? 

1.15. I need a visa – how can I apply for it? 

1.16. How long does it take, to find a Host Family and arrange the program?
Below you can find a list of most commonly asked questions; have a look at them and let us know if we can provide you with any additional information!

1.1. Is my email address confirmed?

Email confirmation link is in the first mail you receive from AuPair.com. Sometimes something may go wrong and confirmation is unsuccessful – in such cases you will be able to notice a frame with suitable information on the first page of your profile:

Hello Anna Poelle Welcome to AuPair.com
ID: 782202 | View Profile

Email address not confirmed
Your email address youraddress@email.com has not been confirmed. You will not be able to receive any communication until your email address is confirmed. Please click on the link attached to the confirmation email sent at the time of registration. If you have not received the confirmation mail or you have deleted it by mistake Click here to receive a new confirmation mail.

You can write us at info@aupair.com if you haven’t received the confirmation email or wrong email address has been entered during registration.

If you can’t see the last frame in your profile – that’s great! Your email address has been successfully confirmed.

1.2. Can you help me in the searching process?

Yes and no – yes, we will give you access to all our searching tools and our matching system, we will let you browse through all registered at AuPair.com Host Families, but no, we can’t take any part in the process itself.

Our Customer Service can’t interfere personally in your search and therefore we are usually helpless when requested for assistance in the search.

We are always glad helping you in operating our service and all its features, though!

1.3. Can you send my contact details to some Host Family?

No, we can’t forward contact details to any third party, as stated in our Terms and Conditions. You are always free to use our messaging system and send your contact details on your own to whoever you wish. We, as the service, protect your contact data from leaking.
1.4. **Why contact details can’t be provided within letters and other additional details?**

For two main reasons – first is your security. Your data, contact details in particular, are sensitive, and must be protected. If you provide your contact details within letters, details are available for everyone through AuPair.com and thus are not protected. This way they may be stolen or misused, and we can do nothing to stop it.

The second reason is more trivial - it is our payment policy; as AuPair.com accepts fees for possibility of contact details exchange, it’s unfortunate for us when contact details are exchanged without our knowledge or notice.

1.5. **What’s the right answer for “Are you clear of criminal record?” question?**

If you have never happened to have any troubles with law, the answer is “YES” – “Yes, I am clear of criminal record”. This question seems to be extremely confusing - well, asking about criminal record is never courteous. Still, it’s important, because the question will be most likely asked during visa application, too.

1.6. **Age requirements – what does it mean?**

Au Pair programs are intended for young people in their 20’s. Au Pair program is supposed to be cultural exchange program for teenagers (17 + or 18 +), students and people before 30 years of age. That’s why most of host countries put limitation on age of Au Pairs: Au Pair usually should not be older than 28 – 30.

Detailed information can be found in Au Pair programs’ description at AuPair.com.

When your age will become crucial? During visa application (you can’t receive Au Pair visa if you don’t fulfil Au Pair program requirements) and when signing Au Pair contract (you are not considered as Au Pair if you don’t fulfil Au Pair program requirements and you shouldn’t sign this kind of contract).

1.7. **What background checks do you provide?**

Every possible – we check daily every new profile that has been registered and pay attention to every detail. For security reasons, we should not reveal our methods, but one fact must be pointed out: we can’t interview our users.

That’s why we ask you to arrange a video-interview with every prospective Host Family; make sure, that they are reliable people. From our side, we will always do our best to keep you safe from scammers, but we can never be 100% sure.

1.8. **Is my profile visible in Google search results?**

Yes, it is; every profile at AuPair.com is also visible in Google search results. Still, you will never see your last name/surname there: only your name and some details about your whereabouts.

It’s increasing your chances to find a Host Family and let people know, who we are and what Au Pair program is!
1.9. How to remove my data from Google search results?

Unfortunately, to do so your account must be deleted from AuPair.com. We can do it for you, you can also do it on your own (in the second menu in your profile: My profile).

After your account’s deletion, all your data connecting you with AuPair.com should disappear from Google search results within a fortnight.

1.10. How to upload a picture?

You need to log in and make sure that the picture is not too big. Make sure that the size is suitable - pictures shouldn’t be neither higher nor wider than 1200px. Also, the picture should not be bigger than 1,5 MB.

You can manage your pictures from your account. You are free to delete some of them, to upload new ones, etc. - if you wish to change your profile picture set up a numeration of your pictures and give your profile pic the lowest number of them all. Other pictures would be set in the order of numeration provided. For example:

(0) - profile picture
(1) - 2nd picture
(2) - 3rd picture
and so on

1.11. How to be sure that I am contacting a real, reliable Host Family?

The best way to make sure that you are in touch with real people is to arrange a video-interview. Ask for Skype address, find the family and set up date and time of the appointment. Then, while speaking with the Host Family, ask about all the things you find doubtful.

If you still feel uneasy, ask the Host Dad or Mum for showing you the ID card or driving license or ask them to show you your future Au Pair room.

No scammer can provide you with such detailed information. If the Host Family understands your doubts and is willing to cooperate, you can surely trust it!

1.12. Can you help me with all paperwork?

We can provide you with model Au Pair contract and advise you whenever you have any questions, but we are an online matching agency and we can’t take a part in Au Pair program arrangement. We have also no external units in any host country and sometimes we are not aware of particular requirements of some host country. That’s why it’s better to ask very specific questions in local full-service Au Pair agencies or embassy of the host country – it may make better assistance than we would make.
1.13. I found a Host Family. Can I deactivate the account?

Of course! You can deactivate and activate the account whenever you wish. To deactivate your account you need to access your account and click on “My AuPair.com” menu. There, under the “settings” you can change your account’s settings from ‘activated’ to ‘deactivated’:

Settings

- I would like to get an email notification whenever a new Host Family matches my searching criteria.
- Your primary language is:
  - English

My profile is:
- Activated

Display my contact information
- My favorite premium families
- Notification of new email inbox or profile added to someone’s favorites

The account may be activated later on in the same way. Here you can find also additional settings – feel free to change them! Changes are automatically saved.

1.14. I paid Premium Membership and my account hasn’t been upgraded, yet. Why?

Here we have 2 main reasons:

1. Your payment has been already processed, but you need to log out and log in to upgrade the account.

2. We encountered some trouble with your payment or the payment has not arrived at all. In such case, feel free to write us at info@aupair.com – we will check every case!

1.15. I need a visa – how can I apply for it?

In such cases the best option is to call host country’s embassy in your homeland and ask about all the details. Depending on the host country, visa cases may be different, still: embassy is always the best source of information!

You can also call any full service local Au Pair agency and ask about assistance, if needed.

1.16. How long does it take, to find a Host Family and arrange the program?

It’s very a complicated question. Firstly, searching process period may vary from days to months – it depends on your luck and involvement. Then, the start date of Au Pair program depends mainly on the Host Family and its plans; you need to discuss the
case with the family. The length of the stay also depends – on both you and the Host Family.

If you need to apply for a visa, you need to consider also how much time it will take to collect all documents, submit application and wait for embassy’s decision.

The whole searching process and Au Pair program arrangement may take a lot of time, and not knowing particular case conditions it’s almost impossible to answer this question.